



January 5, 2006

RE. RFP DGS-2053, **ADDENDUM #19**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

#### **SECTION 4**

**Section 4, page i, TOC.** Revised to add new section 4.5.5.1.5.

**Section 4, page 14.** Moved text from page 15 back to the bottom of page 14 to make room for paragraph 4.5.5.1.5.

**Section 4, page 15.** Added paragraph 4.5.5.1.5, “Business Relationships with Other Telecommunications Providers”.

#### **SECTION 6.1**

**Section 6.1.4.1, pages 100-110.** Revised text throughout subsection.

**Section 6.1.14.1, pages 226-228.** Revised text throughout subsection.

#### **SECTION 6.2**

**Section 6.2 TOC.** Updated table of contents.

**NOTE:** In Addendum 17 (12/14/05), the table of contents was updated to reflect the renumbering of all sections following Section 6.2.13. In this Addendum 19, the table of contents has been updated to reflect a return to the numbering prior to Addendum 17. These changes are due to the renaming of 6.2.13 on page 40. They affect only Section 6.2.

**Section 6.2.13, page 40.** Changed 6.2.13 to “CONFERENCING SERVICES” to include 6.2.13.1 “Network Audio Conferencing (M-O)” and 6.2.13.2 “Net Conferencing (M-O)”.



**Section 6.2.15, pages 47-56.** Revised text throughout subsection.

**Section 6.2.25.1, pages 143-145.** Revised text throughout subsection.

### **SECTION 6.3**

**Section 6.3.7, pages 91-99.** Revised text throughout subsection.

**Section 6.3.18.1, pages 189-190.** Revised text throughout subsection.

### **SECTION 6.4**

**Section 6.4, page 2.** Deleted “Western State Contracting Alliance” from end of third paragraph and deleted “WSCA” from end of fourth paragraph.

**Section 6.4.3.1, page 8.** Added “by the Contractor” to the seventh bullet.

**Section 6.4.5, pages 84-91.** Revised text throughout subsection.

**Section 6.4.16.1, pages 176-177.** Revised text throughout subsection.

### **SECTION 9**

**Section 9.5.3-B, page 5.** Changed “5.22” to “5.23” at top of page. Added line items under “6.1.5 Other Services” at bottom of page.

**Section 9.5.3-C, page 7.** Changed “5.22” to “5.23” in middle of page.

**Section 9.5.3-C, page 8.** Added line items under “6.2.17.1 Cable and Wire Services” near top of page.

**Section 9.5.3-D, page 9.** Changed “5.22” to “5.23” near middle of page.

**Section 9.5.3-D, page 10.** Added line items under “6.3.8.1 Cable and Wire Services” near bottom of page.



**Section 9.5.3-D, page 11.** Adjusted points under “6.3.13 Customer Advocacy” and “6.3.14 Service level Agreements.”

**Section 9.5.3-E, page 21.** Changed “5.22” to “5.23” near middle of page.

**Section 9.5.3-E, page 22.** Added line items under “6.4.6.1 Cable and Wire Services” near top of page.

### **GENERAL NOTE**

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

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## Section 4

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**4.5.5.1.3 Technical Interoperability (M)**

Bidders shall describe in detail their commitment to technical interoperability requirements in accordance with Sections 6.1 and 6.2.

*Bidder understands the requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**4.5.5.1.4 Impact on other Module's Services (M)**

Bidders shall describe in detail how the implementation of their services for the proposed Module(s) will not negatively impact the functionality of the other Modules, even if no interoperability requirement exists.

*Bidder understands the requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **4.5.5.1.5 Business Relationships with Other Telecommunications Providers**

The Contractor(s) may subcontract with other telecommunications providers for the provisioning of specific Deliverables and Services in the subcontractors' authorized facilities-based territories. The State of California encourages the telecommunications industry to work together in alliance arrangements to provide peer-to-peer services on a fully retail basis for the delivery of CALNET II Deliverables and Services as described in this RFP. Consistent with provisions of federal and State law, the State expects carriers to transmit information on a retail-to-retail basis for purposes of providing Deliverables and Services.

For the purposes of managing the contract as described in RFP Section 1.2, the Contractor(s) will act as an agent of the subcontractors when dealing with the State on a daily basis. However, the State may work directly with the Contractor(s)'s subcontractors to expedite the resolution of specific provisioning or trouble related problems. The State reserves the right to negotiate rates and charges with the Contractor(s)'s subcontractors consistent with this RFP when State business considerations require it.

#### **4.5.5.2 Corporate Business Relationships (M)**

In the event that a Bidder is awarded a Contract in more than one Module, the Bidder must adhere to the requirements of each Contract independently. Bidders shall submit a Contractor Business Plan as referenced in Section 4.5.7 with their Proposal(s) for each Module that also identifies the items discussed in the subsections below.

##### **4.5.5.2.1 Single Point of Contact (M)**

Bidders shall describe in detail the process for how corporate governance will meet "single point of contact" responsibilities. (Section 4.5.1, Item 12.) If a Bidder wins more than one module they may be required by the State to provide a "single point of contact" for all their awarded Contracts.

*Bidder understands the requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

## Section 6.1



Appendices - A variety of appendices may be attached to the plan. The plan sections described above should contain static procedures, while the appendices may contain operational information that would need periodic updating. Some examples of content are: (1) emergency action notification information containing the names and phone numbers of the various management, staff and specialty team members; (2) damage assessment or disaster classification forms intended to function as a guide to supplement/support the management decision process; (3) any data communications network routing information necessary for providing interim service.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.1.4 GENERAL TRAINING REQUIREMENTS (M)**

Effective orientation, training and education delivered across a broad range of Customers/End-Users and DTS/ONS staff are key to the success of the CALNET II Contract. This training is integral to Customer satisfaction and the efficient use of contracted services, and also to the State's conduct of Contract oversight and management. Training shall be provided for:

- 1) **Transition Orientation and Training (of Customers/End-Users and the DTS/ONS)**—to the new Contract and for new or replacement services provided during Transition (Sections 6.1.4.1 and 6.1.14.1).
- 2) **Contract Services Training**—for new or replacement services as ordered and provisioned throughout the Contract Term (Section 6.1.4.2).
- 3) **Contract Management Training of DTS/ONS staff**—on the Contract management tools, systems, reports, invoices, and other pertinent Contract Requirements required of the Contractor (Section 6.1.4.3).

**General Considerations for all Training:**

- All costs for training designated as mandatory in the RFP shall be factored into the Contract services rates
- All training shall be conducted within 25 miles or less of Customer or DTS/ONS locations or as mutually agreed upon
- Training is to encompass products, services, business applications (including ordering, provisioning, and invoicing systems), and technical aspects as applicable
- All training shall be conducted at the appropriate level predicated on Customer knowledge, Requirements, and complexity of services provided. This includes apprentice (fundamental), skilled (working understanding) and expert (highly skilled) levels. The appropriate skill levels needed shall be determined by mutual agreement between the DTS/ONS and the Contractor, and/or the Customer and the Contractor
- The use of “web based” instructor-led or self-paced distance learning, or other arranged training mediums in lieu of classroom or live site training, may be provided by mutual agreement with the DTS/ONS and/or the Customer
- For complex services, where specialized expertise and knowledge is required to conduct Contract oversight responsibilities by DTS/ONS staff, training shall consist of small instructor-led hands-on workshops where processes are demonstrated and the trainees replicate the processes presented, along with providing the trainees an appropriate level of knowledge and understanding of the services and products presented. Training shall be conducted in Sacramento at locations mutually agreed upon
- Transition Orientation and Training core curriculum, materials, schedules and other pertinent data shall be identified and provided as part of the Transition-InPlan (Section 6.1.14.1)
- All other categories of training shall be described in the Training Plan submitted in response to the RFP Requirements (See Section 6.1.4.5).

*Bidder understands the Requirement and shall meet or exceed it? Yes \_\_\_\_\_ No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

#### **6.1.4.1 Transition Orientation and Training (M)**

##### ***Customer/End-Users***

The Contractor shall offer and provide initial orientation to all Customer/End-Users of the Contract. Contractor shall also offer training for new or replacement services provided during the Transition.

The content, method and amount of orientation shall be detailed in the Transition-In Plan. After award, the plan shall be reviewed and the final Transition Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The Contractor shall provide reasonable modifications as requested by a Customer if needed to suit their business needs.

The Transition Orientation and Training shall be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience.

Customer/End-User Transition Orientation and Training shall include, but is not limited to the following:

- Use of voice and data services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, ACD MIS, IVR, SCR, etc.)
- Administration and use of messaging services
- Invoicing system(s) and processes
- Centralized ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements

##### ***DTS/ONS***

Contractor shall offer and provide to the DTS/ONS ONS Transition, Orientation, and Training for the Contract administrative vehicles (such as management tools, reporting and invoicing processes and methods) and training for new or replacement services ordered/provisioned during the Transition, as requested.

The content, method and amount of general orientation and for new or replacement services for DTS/ONS shall be detailed in the Transition-In Plan. After award, the plan shall be reviewed and the final Transition Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The DTS/ONS shall have the right to require reasonable modifications if needed to suit its business needs.

The Transition Orientation and Training shall be held at the DTS/ONS premises except training that is not conducive to on-site training, as determined by DTS/ONS.

DTS/ONS Transition Orientation and Training shall include, at a minimum:

- Proposed products and services and general operational Requirements
- Use of voice and data services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, ACD MIS, IVR, SCR, etc.)
- Administration and use of messaging services
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Transition-In planning and implementation
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Centralized ordering and trouble reporting processes
- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.1.4.2 Contract Services Training (M)**

Contractor shall provide training to Customers and End-Users for new or replacement services ordered/provisioned during the Contract. Training shall be provided as part of the standard service order implementation process. The Customer shall have the right to request modifications based upon their business needs. Refresher training shall be available for Contractor installed services.

The content, method and amount of training for new or replacement services shall be part of the ongoing Training Plan as outlined in Section 6.1.4.5. Additional types of training may be proposed besides those outlined below.

The training shall be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Contract Services Training shall include but is not limited to the following:

- Use of voice and data services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, ACD MIS, IVR, SCR)
- Administration and use of messaging services
- Invoicing system(s) and processes
- Centralized ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements
- Overview of Contract Requirements and Appendix B, Model Contract Language

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.1.4.3 Contract Management Training (M)**

The Contractor shall provide Contract Management Training on the terms and conditions and Requirements of the Contract which will enable the DTS/ONS to acquire and maintain expertise with the Contract services, related business systems, and the management tools to monitor, document and administer the Contract on an ongoing basis. This includes delivered services, invoicing systems, service performance, assess and identify fiscal management issues, and perform other required Contract oversight functions.

The training shall be held at the DTS/ONS premises unless otherwise mutually agreed upon.

The training shall be provided to DTS/ONS staff assigned Contract oversight responsibilities and shall be made available at the apprentice, skilled, and expert levels. The content, method, proposed skill level, and frequency of training shall be mutually agreed upon between the Contractor and the DTS/ONS, and included in the Training Plan as outlined in Section 6.1.4.5. Additional training may be proposed in addition to those outlined below.

Contract Management Training shall include but is not limited to the following:

- Proposed products and services and general operational Requirements
- Use of voice and data services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, ACD MIS, IVR, SCR)
- Administration and use of messaging services
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Transition planning and implementation
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Centralized ordering and trouble reporting processes
- Various management reports and corresponding Software applications

- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.1.4.4 Classroom/Seminar Education and Training (D)**

Many State and local government agencies have staff assigned to telecommunications responsibilities without core competency in telecommunications fundamentals. It is the State's desire through this RFP to make basic telecommunications education and training available thorough classroom, seminar, or web-based venues.

The Contractor may offer education and training for Customers to obtain basic knowledge and skills in voice and data telecommunications technologies and general business systems and management tools. Training shall generally be offered at the novice level providing students with basic knowledge and understanding of the subject matter. Curriculum may include topics applicable to courses and may be modified to meet specific agency requirements.

Examples of Education and Training curriculum may include, but are not limited to the following:

- Introduction to Voice and Data Telecommunications
- Introduction to VoIP Technologies and Services

- Introduction to Network and/or Telecommunications Service Management Tools

The content, method and frequency of training shall be mutually agreed between the Contractor and DTS/ONS and included in the Training Plan as defined in Section 6.1.4.5

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

The Contractor may offer the classroom and seminar training detailed in Table 6.1.4.4

**Cost Table 6.1.4.4 Classroom/Seminar Education and Training (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Bidders are to provide all classroom training and seminars offered</b>			
Bidder's Description:			
Bidder's Description:			
Bidder's Description:			
Bidder's Description:			



Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description:			
Bidder's Description:			

#### 6.1.4.5 Training Plan (M)

In response to the RFP the Contractor shall provide a Training Plan that includes all offered General Training Requirements, except for the Transition Orientation and Training which shall be included in the Transition-In Plan as referenced in Sections 6.1.4.1 and 6.1.14.1. The Training Plan shall include, but is not limited to the following:

- Description for each category of training; identify who will conduct the training, what methods would be used, the training content, the collateral materials, the frequency, and the proposed locations.
- Include how the Contractor expects to maintain communication with the DTS/ONS to help ensure effective Contract education and training on an on-going basis
- Include any other pertinent information the Bidder wishes to offer

In addition to the foregoing, the Training Plan:

- Shall be finalized within 30 calendar days after Contract award.
- The submitted Training Plan shall be reviewed by DTS/ONS. Final training course curriculum and content, attendee reports, marketing of training classes, schedules, and other related activities shall be jointly coordinated with the Contractor
- The final Training Plan shall be as mutually agreed between the Contractor and DTS/ONS. The DTS/ONS shall have the right to request reasonable modifications if needed to suit business needs

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_

Description:

#### **6.1.4.6 Training Oversight & Coordination (M)**

The DTS/ONS may assign Training Coordinator(s) to work with the Contractor. Where applicable, the Coordinator(s) may work with the Contractor to provide input on the training content, attend and/or observe training to monitor participation and students' response to the training, address questions directed to DTS/ONS, and to reinforce the team effort between the Contractor and the State.

The Contractor shall provide the Training Coordinator(s) access to the Contractor's training processes and content, including collateral training and marketing materials to help ensure that the State and the Contractor's employees and sub-contractors are provided the same information regarding the content of the Contract and of the required training. This will also help reinforce the team effort between the Contractor and the State to our Customers. See also Section 6.1.7.5, Marketing Requirements.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

Reference: document\_\_\_\_\_

location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_

Description:

## **6.1.5 OTHER SERVICES**

### **6.1.5.1 Cable and Wire Services**

The CALNET II Contract Module 1 includes provisions for simple inside wiring services specifically associated with provisioning of CALNET II circuits, emergency restoration support for the State's Sacramento downtown fiber loop,

**6.1.14 REQUIRED TRANSITION STRATEGY (M)**

The awarded Contractor shall participate in two transition phases and submit two separate plans; Transition-In is the Transition from the incumbent Contractor services to the new Contractor services. Transition-Out occurs at the end of the Contract Term or cancellation of the Contract, whichever occurs first. The Contractor agrees to cooperate fully with the State and awarded Contractor(s) in planning, coordinating, and implementing both required Transition phases. For both phases, the Contractor will provide a plan that will assure the State that all services will be Transitioned to the new Contract services in a timely and efficient manner.

To ensure that the State business objectives are met, DTS/ONS shall have prior approval authority for both Transition-In and Transition-Out Plans.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.1.14.1 Transition-In Requirements of Startup (M)**

As part of the RFP response, the Contractor shall submit a Transition-In plan that shall be evaluated on the following:

1. Describe in detail the minimal End-User impact during Transition.
2. Describe in detail the Transition schedule that ensures timely Transition of all contracted services.
3. Transition planning strategy and schedule that considers:
  - Customer (State and public Agency)
  - Customer location
  - Service type/category or technology
  - Service complexity
  - Interoperability Requirements/considerations

- Service quantity considerations
  - Customer special business Requirements
  - Public safety considerations
  - Consider impact on State, Customers, business, and operational Requirements in establishing Transition schedules
4. Describe in detail that no additional costs shall be charged to the End-User for Transition of services.
  5. Strategy for establishing agreements, with Independent Local Exchange Carriers necessary to ensure continuity of statewide end-to-end services. Agreements shall be in effect at Contract award.
  6. Processes for Transition of local government Customers subscribing to services under the Authorization to Order Under State Agreement provisions.
  7. Strategy to create implementation processes and procedures necessary for Transition of incumbent Contractor, Affiliates, or reseller services to new contracted services.
  8. Cutover process including planning, site preparation, service inventory verification, order freeze, disconnect/new order processes and emergency procedures.
  9. For the purpose of the cutover process, Transition is not deemed complete until customer-billing accounts for disconnected services has been paid in full.
  10. Identity of support activities and description of tasks to prepare Customer locations for Transition.
  11. Strategy for Transition of State Integrated Billing System (SIBS) and incumbent's billing system to new Contractor's invoice systems.
  12. Processes, procedures, and timeliness necessary to resolve billing discrepancies and reconciling billing invoices.
  13. Identification of Transition tasks dependent on State and/or Customer data or resources.
  14. Identification of what the Contractor views the State and Customer roles and responsibilities in Transition planning and implementation of new Contract services.
  15. Transition Management Plan to effectively manage Transition through commitment of staff resources with required skills.
  16. Inclusion of Transition Orientation and Training for Customer/End-Users and DTS/ONS which is necessary to support Transition-In, as required in Section 6.1.4.1.

17. Structure of organization to support Transition.
18. Development of a Transition strategy that can be defined in detail and implemented immediately upon award.
19. Contractor shall submit a schedule and plan for Transition of administrative fees as follows:
  - Conversion schedule for Administrative Fees
  - Process for establishing Administrative Fees
  - Process for Transitioning of Administrative Fees from CALNET I Contractor to CALNET II services where new Administrative Fees are applied
20. Other plan content.
21. Contractor shall use industry accepted project management methodology throughout the Transition process.
22. Upon award of the Contract, the Contractor shall establish a service inventory database of Transitioned services. The database is intended to include all Transitioned services as well as services added throughout the Contract Term. This database shall be maintained throughout the Contract Term and be made available to DTS/ONS in the timeframes described in Section 6.1.11.3.4.

The State acknowledges that many of the Transition Requirements of this Section may not be known, defined, or may not be completed until Contract award. In responding to the Requirements of this Section, the expectation of the State is that the Bidder will acknowledge, demonstrate, and recommend to the extent possible all considerations necessary for developing and implementing a successful Transition plan.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

## Section 6.2

## Section 6.2 Long Distance Services for Voice – MODULE 2

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The Contractor shall list all additional features and options offered for this service in the following table.

The Contractor may offer the Calling Card Services detailed in Table 6.2.12.b.

**Table 6.2.12.b Calling Card Services (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Feature Packages</b>	Allows cardholders the flexibility to choose features based at the Corp ID, account or cardholder level by assigning a "generic" feature package or by creating a "custom" package. The packages define the features cardholders have access to and the order they are listed in the voice instructions and on the card. Bidders are to list the packages available and the features included in each package	N/A	
Bidder's Description:			
<b>Additional unsolicited features offered by the Bidder:</b>			
		N/A	
Bidder's Description:			

## **6.2.13 CONFERENCING SERVICES (M-O)**

### **6.2.13.1 Network Audio Conferencing (M-O)**

Audio Conferencing over the network shall be provided as a standard feature. Basic Audio Conferencing shall consist of the following:

- Multiple port conferencing
- Meet-me conference-bridge
- Preset conferencing of pre-designated conferees

All Audio Conferencing services shall be available and functional to all subscribers within the service network. Contractor shall provide a means of connection for external subscribers (off-net) through a gateway service. Bidder shall describe these services and how network service Customers will be able to access and interact.

## 6.2.15 GENERAL TRAINING REQUIREMENTS (M)

Effective orientation, training and education delivered across a broad range of Customers/End-Users and DTS/ONS staff are key to the success of the CALNET II Contract. This training is integral to Customer satisfaction and the efficient use of contracted services, and also to the State's conduct of Contract oversight and management.

Training shall be provided for:

- 1) **Transition Orientation and Training (of Customers/End-Users and the DTS/ONS)**—to the new Contract and training for the new or replacement services provided during the Transition (Sections 6.2.15.1 and 6.2.25.1).
- 2) **Contract Services Training**—for new or replacement services as ordered and provisioned throughout the Contract Term (Section 6.2.15.2).
- 3) **Management Training of DTS/ONS staff**—on the Contract management tools, systems, reports, invoices, and other pertinent Contract Requirements provided by the Contractor (Section 6.2.15.3).

### General Considerations for all Training:

- All costs for training designated as mandatory in the RFP shall be factored in the Contract service rates.
- All training shall be conducted within 25 miles or less of Customer or DTS/ONS locations or as mutually agreed upon.
- Training is to encompass products, services, business applications (including ordering, provisioning, and invoicing systems), and technical aspects as applicable.
- All training to be conducted at the appropriate level predicated on Customer knowledge, Requirements, and complexity of services provided. This includes apprentice (fundamental), skilled (working understanding) and expert (highly skilled) levels. The appropriate skill levels needed shall be determined by mutual agreement between the DTS/ONS and the Contractor, and/or the Customer and the Contractor.
- The use of “web based” instructor-led or self-paced distance learning, or other arranged training mediums in lieu of classroom or live site training, may be provided by mutual agreement with the DTS/ONS and/or the Customer.
- For complex services, where specialized expertise and knowledge is required to conduct Contract oversight responsibilities by DTS/ONS staff, training shall consist of small instructor-led hands-on workshops where processes are demonstrated and the trainees replicate the processes presented, along with

providing the trainees an appropriate level of knowledge and understanding of the services and products presented. Training shall be conducted in Sacramento at locations mutually agreed upon.

- Transition Orientation and Training core curriculum, materials, schedule and other pertinent data shall be identified and provided as part of the Transition-In Plan (see Section 6.2.25.1).
- All other categories of training shall be described in the Training Plan submitted in response to the RFP Requirements (See Section 6.1.4.5).

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.2.15.1 Transition Orientation and Training (M)**

##### ***Customer/End-Users***

The Contractor shall offer and provide initial orientation to all Customer/End-Users of the Contract. Contractor shall also offer training for new or replacement services provided during the transition.

The content, method and amount of orientation shall be detailed in the Transition-In Plan. After award, the plan shall be reviewed and the final Transition Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The Contractor shall provide reasonable modifications as requested by a Customer if needed to suit their business needs.

The Transition Orientation and Training shall be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience.

Customer/End-Users Transition Orientation and Training shall include, but is not limited to the following:

- Use of voice services and Contractor provided Equipment
- Administration and use of call management systems (i.e., ACD, IVR, SCR, ACD MIS, etc.)
- Administration and use of messaging services
- Invoicing system(s) and processes
- Centralized ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements

### ***DTS/ONS***

Contractor shall offer and provide to the DTS/ONS, Transition Orientation and Training for the Contract administrative responsibilities (i.e., management tools, reporting and invoicing processes and methods) and training for new or replacement services provisioned during the Transition-In, as requested.

The content, method and amount of general orientation and for new or replacement services for DTS/ONS shall be detailed in the Transition-In Plan. After award, the plan shall be reviewed and the final Transition Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The DTS/ONS shall have the right to require reasonable modifications if needed to suit its business needs.

The Transition Orientation and Training shall be held at the DTS/ONS premises except training that is not conducive to on-site training, as determined by DTS/ONS.

DTS/ONS Transition Orientation and Training shall include, at a minimum:

- Proposed products and services and general operational Requirements
- Use of voice services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, IVR, SCR, ACD MIS, etc.)

- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Transition-In planning and implementation
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Centralized ordering and trouble reporting processes
- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*



**6.2.15.2 Contract Services Training (M)**

Contractor shall provide training to Customers and End-Users for new or replacement services provisioned during the Contract.

Training shall be provided as part of the standard service order implementation process. The Customer shall have the right to request modifications based upon their business needs. Refresher training shall be available for Contractor installed services. The content, method and amount of training for new or replacement services shall be part of the ongoing Training Plan as outlined in Section 6.2.15.5. Additional types of training may be proposed besides those outlined below.

The training shall be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Contract Services Training shall include, but is not be limited to, the following:

- Use of voice services
- Administration and use of call management systems (i.e. ACD, IVR, SCR, ACD MIS, etc.)
- Administration and use of messaging services
- Invoicing system(s) and processes
- Centralized ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements
- Overview of Contract Requirements and Appendix B, Model Contract Language

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

### 6.2.15.3 Contract Management Training (M)

Contractor shall provide Contract Management Training on the terms and conditions and Requirements of the Contract which will enable the DTS/ONS to acquire and maintain expertise with the Contract services, related business systems, and the management tools to monitor, document and administer the Contract on an ongoing basis. This includes delivered services, invoicing systems, service performance, assess and identify fiscal management issues, and perform other required Contract oversight functions.

The training shall be held at the DTS/ONS premises unless otherwise mutually agreed upon. The training shall be provided to DTS/ONS staff assigned Contract oversight responsibilities and shall be made available at the apprentice, skilled, and expert levels. The content, method, proposed skill level, and frequency of training shall be mutually agreed upon between the Contractor and the DTS/ONS, and included in the Training Plan as outlined in Section 6.2.15.5. Additional training may be proposed in addition to those outlined below.

Contract Management Training shall include, but is not limited to, the following:

- Proposed products and services and general operational Requirements
- Use of voice services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, IVR, SCR, ACD MIS, etc.)
- Administration and use of messaging services
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Transition planning and implementation
- Contract management tools, reports, administrative Systems and processes
- Invoice systems and processes
- Centralized ordering and trouble reporting processes
- Various management reports and corresponding Software applications
- Network administration, trouble-reporting systems, or network viewing applications or systems

- Identification, application, and Contract Requirements of Service Level Agreements

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.2.15.4 Classroom/Seminar Education Training (D)**

Many State and local government agencies have staff assigned to telecommunications responsibilities without core competency in telecommunications fundamentals. It is the State's desire through the RFP to make basic telecommunications education and training available thorough classroom, seminar, or web-based venues.

The Contractor may offer education and training for Customers to obtain basic knowledge and skills in voice and data telecommunications technologies and general business systems and management tools. Training shall generally be offered at the novice level providing students with basic knowledge and understanding of the subject matter. Curriculum may include topics applicable to courses and may be modified to meet specific agency requirements.

Examples of Education and Training curriculum may include, but are not limited to, the following:

- Introduction to Voice and Data Telecommunications
- Introduction to VoIP Technologies and Services
- Introduction to Network and/or Telecommunications Service Management Tools

- The content, method, and frequency of training shall be mutually agreed between the Contractor and DTS/ONS and included in the Training Plan as defined in Section 6.1.4.5.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**Contractor may provide the classroom and seminar education and training described in table 6.2.15.4.**

**Cost Table 6.2.15.4 Classroom/Seminar Education and Training (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Bidders are to provide all classroom training and seminars offered</b>			
Bidder's Description			
Bidder's Description			
Bidder's Description			
Bidder's Description			
Bidder's Description			
Bidder's Description			

**6.2.15.5 Training Plan (M)**

In response to the RFP the Contractor shall provide a Training Plan that includes all offered General Training Requirements except for the Transition Orientation and Training which shall be included in the Transition-In Plan as referenced in Sections 6.2.5.1 and 6.2.25.1. The Training Plan shall include, but is not limited to the following:

- Description for each category of training; identify who will conduct the training, what methods would be used, the training content, the collateral materials, the frequency, and the proposed locations.
- Include how the Contractor expects to maintain communication with the DTS/ONS to help ensure effective Contract education and training on an on-going basis
- Include any other pertinent information the Bidder wishes to offer

In addition to the foregoing, the Training Plan:

- Shall be finalized within 30 calendar days after Contract award. The submitted Training Plan shall be reviewed by DTS/ONS. Final training course curriculum and content, attendee reports, marketing of training classes, schedules, and other related activities shall be jointly coordinated with the Contractor
- The final Training Plan shall be as mutually agreed between the Contractor and DTS/ONS. The DTS/ONS shall have the right to request reasonable modifications if needed to suit business needs

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

### 6.2.15.6 Training Oversight & Coordination (M)

The DTS/ONS may assign Training Coordinator(s) to work with the Contractor. Where applicable, the Coordinator(s) may work with the Contractor to provide input on the training content, attend and/or observe training to monitor participation and student evaluation to the training, address questions directed to DTS/ONS, and to reinforce the team effort between the Contractor and the State.

The Contractor shall provide the Training Coordinator(s) access to the Contractor's training processes and content, including collateral training and marketing materials to help ensure that the State and the Contractor's employees and sub-contractors are provided the same information regarding the content of the Contract and of the required training. This will also help reinforce the team effort between the Contractor and the State to our Customers. See also Section 6.2.18.5, Marketing Requirements.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

## 6.2.16 OTHER SERVICES

### 6.2.16.1 Cable and Wire Services

The CALNET II Contract Module 1 includes provisions for simple inside wiring services specifically associated with provisioning of CALNET II long distance or network ACD, and services related to hourly support. These services are described below.

**6.2.25 REQUIRED TRANSITION STRATEGY (M)**

The awarded Contractor shall participate in two transition phases and submit two separate plans; Transition-In is the transition from the incumbent Contractor services to the new Contractor services. Transition-Out occurs at the end of the Contract Term or cancellation of the Contract, whichever occurs first. The Contractor agrees to cooperate fully with the State and awarded Contractor(s) in planning, coordinating, and implementing both required transition phases. For both phases, the Contractor will provide a plan that will assure the State that all services will be transitioned to the Contract services in a timely and efficient manner.

To ensure that the State business objectives are met, DTS/ONS shall have prior approval authority for both Transition-In and Transition-Out Plans.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.2.25.1 Transition-In Requirements of Startup (M)**

As part of the RFP response, the Contractor shall submit a Transition-In plan that shall be evaluated on the following:

1. Describe in detail the minimal End-User impact during transition
2. Describe in detail the transition schedule that ensures timely transition of all contracted services
3. Transition planning strategy and schedule that considers:
  - Customer (State and public Agency)
  - Customer location
  - Service type/category or technology
  - Service complexity
  - Interoperability Requirements/considerations

- Service quantity considerations
  - Customer special business Requirements
  - Public safety considerations
  - Consider impact on State and Customer's business and operational Requirements in establishing transition schedules
4. Describe in detail that no additional cost shall be charged to the End-User for transition of services.
  5. Strategy for establishing agreements, with Independent Local Exchange Carriers necessary to ensure continuity of statewide end-to-end services. Agreements shall be in effect at Contract award.
  6. Processes for transition of local government Customers subscribing to services under the Authorization to Order Under State Agreement provisions.
  7. Strategy to create implementation processes and procedures necessary for transition of incumbent Contractor, Affiliates, or reseller services to new contracted services.
  8. Cutover process including planning, service inventory verification, order freeze, disconnect/new order processes and emergency procedures.
  9. For the purpose of the cutover process, Transition is not deemed complete until customer-billing accounts for disconnected services has been paid in full.
  10. Identity of support activities and description of tasks to prepare Customer locations for transition (where applicable).
  11. Strategy for transition of State Integrated Billing System (SIBS) and incumbent's billing system to new Contractors invoice systems.
  12. Processes, procedures, and timeliness necessary to resolve billing discrepancies and reconciling billing invoices.
  13. Identification of transition tasks dependent on State and/or Customer data or resources.
  14. Identification of what the Contractor views the State and Customer roles and responsibilities in transition planning and implementation of new Contract services.
  15. Transition Management Plan to effectively manage transition through commitment of staff resources and with required skills.
  16. Inclusion of Transition Orientation and Training for Customer/End-Users and DTS/ONS which is necessary to support Transition-In, as required in Section 6.2.15.1.



17. Structure of organization to support transition.
18. Development of a transition strategy that can be defined in detail and implemented immediately upon award
19. Contractor shall submit a schedule and plan for transition of administrative fees as follows:
  - Conversion schedule for Administrative Fees
  - Process for establishing Administrative Fees
  - Process for transitioning of Administrative Fees from CALNET Contractor to Contractor's CALNET II new Administrative Fees
20. Other plan content.
21. Contractor shall use industry accepted project management methodology throughout the Transition process.
22. Upon award of the Contract, the Contractor shall establish a service inventory database of transitioned services. The database is intended to include all transitioned services as well as services added throughout the Contract Term. This database shall be maintained throughout the Contract Term and be made available to DTS/ONS in the timeframes described in Section 6.2.22.3.4.

The State acknowledges that many of the transition Requirements of this Section may not be known, defined, or may not be completed until Contract award. In responding to the Requirements of this Section, the expectation of the State is that the Bidder shall acknowledge, demonstrate, and recommend to the extent possible all considerations necessary for developing and implementing a successful transition plan.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

## Section 6.3

Contractor may offer the Unified Messaging services and features detailed in Table 6.3.6.2.

**Table 6.3.6.2 Unified Messaging (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Services and features offered by the Bidder:</b>			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			
		N/A	

### 6.3.7 GENERAL TRAINING REQUIREMENTS (M)

Effective orientation, training and education delivered across a broad range of Customers/End-Users and DTS/ONS staff are key to the success of the CALNET II Contract. This training is integral to Customer satisfaction and the efficient use of contracted services, and also to the State's conduct of Contract oversight and management. Training shall be provided for:

1. **Orientation and Training (of Customers/End-Users and the DTS/ONS)**—to the new Contract; and training for the new services provided during Migration (Sections 6.3.7.1 and 6.3.18.1).
2. **Contract Services Training**—for new or replacement services as ordered and provisioned throughout the Contract Term (Section 6.3.7.2).
3. **Contract Management Training of DTS/ONS staff**—on the Contract management tools, systems, reports, invoices, and other pertinent Contract Requirements required by the Contractor (Section 6.3.7.3).

#### **General Considerations for all Training:**

- All costs for training designated as mandatory in the RFP shall be factored into the Contract services rates

- All training shall be conducted within 25 miles or less of Customer or DTS/ONS locations or as mutually agreed upon
- Training is to encompass products, services, business applications (including ordering, provisioning, and invoicing systems), and technical aspects as applicable
- All training to be conducted at the appropriate level predicated on Customer knowledge, Requirements, and complexity of services provided. This includes apprentice (fundamental), skilled (working understanding) and expert (highly skilled) levels. The appropriate skill levels needed shall be determined by mutual agreement between the DTS/ONS and the Contractor, and/or the Customer and the Contractor
- The use of “web based” instructor-led or self-paced distance learning, or other arranged training mediums in lieu of classroom or live site training, may be provided by mutual agreement with the DTS/ONS and/or the Customer
- For complex services, where specialized expertise and knowledge is required to conduct Contract oversight responsibilities by DTS/ONS staff, training shall consist of small instructor-led hands-on workshops where processes are demonstrated and the trainees replicate the processes presented, along with providing the trainees an appropriate level of knowledge and understanding of the services and products presented. Training shall be conducted in Sacramento at locations mutually agreed upon.
- Orientation and Training core curriculum, materials, schedules and other pertinent data shall be identified and provided as part of the Migration Plan (see Sections 6.3.18.1)
- All other categories of training shall be described in the Training Plan submitted in response to the RFP Requirements (see Section 6.3.7.4)
- All requests for modifications to training shall be submitted to DTS/ONS and shall be jointly agreed between the Contractor and DTS/ONS

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

### **6.3.7.1 Orientation and Training (M)**

#### ***Customer/End-Users***

Contractor shall offer and provide initial orientation to all Customer/End-Users of the Contract. Contractor shall also offer training for new services provided during the Migration.

The content, method and amount of orientation shall be detailed in the Migration Plan. After award, the plan shall be reviewed, and the final Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The Customer may request reasonable modifications from DTS/ONS if needed to suit their business needs.

The Orientation and Training shall be held at the Customer's premises except for instances where on-site training is not conducive, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Customer/End-User Orientation and Training shall include, but is not limited to the following:

- Use of IP voice, video and data services and Contractor provided Equipment
- Administration and use of offered call management systems (i.e. IP based ACD, IVR, SCR, ACD MIS)
- Administration and use of messaging services
- Invoicing system(s) and processes
- Ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements

#### ***DTS/ONS***

The Contractor shall offer and provide to the DTS/ONS, Orientation and Training for the Contract administrative responsibilities (i.e., management tools, reporting and invoicing processes and methods) and training for new services order/provisioned during Migration, as requested.

The content, method and amount of general orientation training for DTS/ONS shall be detailed in the initial Migration Plan. After award, the plan shall be reviewed and the final Orientation and Training shall be as mutually agreed between the Contractor and DTS/ONS.

The Orientation and Training shall be held at the DTS/ONS premises except training that is not conducive to on-site training, as determined by DTS/ONS.

DTS/ONS Orientation and Training shall include, at a minimum:

- Proposed products and services and general operational Requirements
- Use of IP voice, video and data services and Contractor provided Equipment
- Design, integration, and use of offered call management systems. (i.e., IP based ACD, IVR, SCR, ACD MIS, etc.)
- Design, operation, and use of messaging services
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Migration and implementation planning
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Ordering and trouble reporting processes
- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

### 6.3.7.2 Contract Services Training (M)

Contractor shall offer and provide training to Customers and End-Users for new or replacement services ordered/provisioned during the Contract.

Training shall be provided as part of the standard service order provisioning process. Customers may request reasonable modifications from DTS/ONS to the training plan based upon their business needs. Refresher training shall be available for Contractor installed services.

The content, method and amount of training for new or replacement services shall be part of the ongoing Training Plan as outlined in Section 6.3.7.4. Additional types of training may be proposed besides those outlined below.

The training shall be held at the Customer's premises except for instances where training on-site is not conducive, or for which grouped (multiple Agency) training would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Contract Services Training shall include but is not limited to the following:

- Use of IP voice, video and data services and Contractor provided Equipment
- Administration and use of offered call management systems (i.e. IP based ACD, IVR, SCR, ACD MIS)
- Operation and use of messaging services
- Invoicing system(s) and processes
- Ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements
- Overview of Contract Requirements and Appendix B, Model Contract Language

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

### 6.3.7.3 Contract Management Training (M)

The Contractor shall provide Contract Management Training on the terms and conditions and Requirements of the Contract which will enable the DTS/ONS to acquire and maintain expertise with the Contract services, related business systems, and the management tools to monitor, document and administer the Contract on an ongoing basis. This includes delivered services, invoicing systems, service performance, assess and identify fiscal management issues, and perform other required Contract oversight functions.

The training shall be held at the DTS/ONS premises unless otherwise mutually agreed upon.

The training shall be provided to DTS/ONS staff assigned Contract oversight responsibilities and shall be made available at the apprentice, skilled, and expert level. The content, method, proposed skill level, and frequency of training shall be mutually agreed upon between the Contractor and the DTS/ONS, and included in the Training Plan as outlined in Section 6.3.7.4. Additional training may be proposed in addition to those outlined below.

Contract Management Training includes but may not be limited to the following:

- Proposed products and services and general operational Requirements
- Use of IP voice, video and data services and Contractor provided Equipment
- Design and operation of offered call management systems (i.e. IP based ACD, IVR, SCR, ACD MIS)
- Design and operation of messaging services
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Migration and implementation planningContract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Ordering and trouble reporting processes
- Various management reports and corresponding Software applications
- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements



*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.7.4 Training Plan (M)**

In response to the RFP the Contractor shall provide a Training Plan that includes all offered General Training Requirements except for the Orientation and Training which shall be included in the Migration Plan as referenced in Sections 6.3.7.1 and 6.3.18.1. The Training Plan shall include, but is not limited to the following:

- Description for each category of training; identify who will conduct the training, the training content, collateral materials, what methods would be used, the frequency, and the proposed locations.
- Include how the Contractor expects to maintain communication with the DTS/ONS to help ensure effective Contract education and training on an on-going basis
- Include any other pertinent information the Bidder wishes to offer

In addition to the foregoing, the Training Plan:

- Shall be finalized within 30 calendar days after Contract award. The submitted Training Plan shall be reviewed by DTS/ONS. Final training course curriculum and content, attendee reports, marketing of training classes, schedules, and other related activities shall be jointly coordinated with the Contractor.
- The final Training Plan shall be as mutually agreed between the Contractor and DTS/ONS. The DTS/ONS may request reasonable modifications if needed to meet the State's business needs

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.7.5 Training Oversight & Coordination (M)**

The DTS/ONS may assign Training Coordinator(s) to work with the Contractor. Where applicable, the Coordinator(s) may work with the Contractor to provide input on the training content, attend and/or observe training to monitor participation and student evaluation to the training, address questions directed to DTS/ONS, and to reinforce the team effort between the Contractor and the State.

The Contractor shall provide the Training Coordinator(s) access to the Contractor's training processes and content, including collateral training and marketing materials to help ensure that the State and the Contractor's employees and sub-contractors are provided the same information regarding the content of the Contract and of the required training. This will also help reinforce the team effort between the Contractor and the State to our Customers. See also Section 6.3.10.5, Marketing Requirements.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

Contractor agrees to cooperate fully with the State and awarded Contractors in planning, coordinating, and implementing the required strategies.

To ensure that the State business objectives are met, DTS/ONS shall have prior approval authority for both Migration and Transition-Out Plans.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.3.18.1 Migration Plan Requirements of Startup (M)**

As part of the RFP response, the Contractor shall submit a Migration Plan that shall be evaluated on the following:

1. Detailed description of the minimal End-User impact during Migration
2. Migration planning strategy and schedule that considers:
  - Customer (State and public Agency)
  - Customer location
  - Service type/category or technology
  - Service complexity
  - Interoperability Requirements/considerations
  - Service quantity considerations
  - Customer special business Requirements
  - Public safety considerations
  - Consider the impact on State and Customer's business and operational Requirements when establishing Migration schedules

3. Assurance that Customers shall only be responsible for standard installation charges.
4. Strategy for establishing, when necessary, agreements, effective at service Migration, that are required for ordering/provisioning of services.
5. Strategy for establishing, Migration of local government Customers subscribing to services under the Authorization to Order Under State Agreement provisions.
6. Detailed description of the Migration strategy of Customer's existing services to the new contracted services.
7. Identity of support activities and description of tasks to prepare Customer locations for implementation of services.
8. Processes, procedures, and timeliness necessary to resolve billing discrepancies and reconciling billing invoices.
9. Identification of Migration tasks that are dependent on State and/or Customer data or resources.
10. Identification of what the Contractor views the State and Customer roles and responsibilities in Migration planning of new Contract services.
11. Migration Management Plan to effectively manage Migration through commitment of staff resources with required skills.
12. Identification of Orientation and Training for Customer/End-Users and DTS/ONS that is necessary to support Migration and implementation (reference Section 6.3.7.1 General Training Requirements).
13. Structure of organization to support implementation process.
14. Development of a Migration service order process and procedures that can be defined in detail and implemented upon receipt of service order.
15. The Migration plan shall use industry accepted project management methodology throughout the planning and Migration process.
16. Other plan content as appropriate.

Upon Contract award, the Contractor shall establish a service inventory database of migrated services. This database is intended to include all migrated services as well as services added throughout the Contract Term. This database shall be maintained

## Section 6.4

rates. The State does not intend to create a Master Service Agreement (MSA) that lists various technologies/service delivery systems.

The types of fixed wireless technologies used to support this service may include, but are not limited to the following, including any combinations of these technologies:

- LMDS, MMDS
- Wimax 802.16, 802.16a
- ETSI HiperMAN
- CDMA, 1xRTT WCDMA, CDMA-2000 CDMA EV/DO, CDMA EVDO & HSDPA
- GSM/ GPRS, EDGE UMTS
- Satellite

Mobility is not a Requirement of this section. Although the technology used to support mobility solutions may be used, the actual feature of mobility will not be evaluated. Mobile solutions may be provided through alternate contracts such as Strategic Sourcing contracts. —

Cellular voice services are not a Requirement of this section and will not be included in this Contract. Although the technology used to support voice services may be used for data transmission, the actual feature of cellular voice transmission will not be evaluated or allowed. Cellular voice services may be provided through alternate contracts such as Strategic Sourcing contracts. —

Specific minimum geographic service areas have been identified in this Module. These minimum geographic service areas are derived from State telecommunication DS0 quantities (See Exhibit 3.J) but should not be considered a guarantee or indicator of actual State usage. There are no minimum guarantees and it is impossible for the State to accurately predict any usage for this Module.

All Contractor implemented upgrades, changes, or modifications to the technologies that make up the services shall be done at no cost to Customers. Any substitution or evolution to newer technologies shall be approved by DTS/ONS prior to implementation.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

### 6.4.3 BFWA SERVICE

The Contractor shall provide the BFWA channel services described below.

#### 6.4.3.1 BFWA Data Channel Basic Line Rate Service (M-O)

The Contractor shall provide BFWA digital data channel services to support end-to-end digital data transmission.

The basic channel service provided by the Contractor shall include the following:

- Local Wireless Segment
- Customer Premise Data Communications Equipment
- Encryption Open Standards Based Network Interface

The service shall be open Standards based and in accordance with, at a minimum, any of the Standards bodies listed: ITUT, IEEE, ETSI.

Minimum technical Requirements for operation shall be as listed below:

- Wireless segment availability shall be 98.5 percent (BFWA)
- Wireless transmission distance of not less than 1 Mile (BFWA)
- Wireless Channel line average throughput not less than 100Kbps
- Wireless Channel latency shall be identified by the Contractor for technical evaluation

#### Geographic Requirements

At a minimum, the Contractor shall provide services in the cities listed below:

- Sacramento
- Los Angeles
- San Francisco
- San Diego
- San Jose
- Oakland

A service area is defined as within the city limits of each city identified.



<b>Table 6.4.4.3.B Feature Name</b>	<b>Additional Wireline Line Rate Data Channel Service</b>	<b>Meets or Exceeds? Y/N</b>	<b>Document/Location</b>
Wireline over 700k	Capitola		
Wireline over 700k	Camino		
Wireline over 700k	Bayside		
Wireline over 700k	Burney		
Wireline over 700k	Buellton		
Wireline over 700k	Brisbane		
Wireline over 700k	Brentwood		
Wireline over 700k	Blue Lake		
Wireline over 700k	Black Hawk		
Wireline over 700k	Beverly Hills		
Wireline over 700k	Belmont		
Wireline over 700k	Atascadero		
Wireline over 700k	Angwin		
Wireline over 700k	Angels Camp		
Wireline over 700k	Anderson		
Wireline over 700k	Altadena		

#### 6.4.5 GENERAL TRAINING REQUIREMENTS (M)

Effective orientation, training and education delivered across a broad range of Customers/End-Users and DTS/ONS staff are key to the success of the CALNET II Contract. This training is integral to Customer satisfaction and the efficient use of contracted services, and also to the State's conduct of Contract oversight and management. Training shall be provided for:

- **Orientation and Training (of Customers/End-Users and the DTS/ONS)**—to the new Contract; and training for the new services provided during Migration (Sections 6.4.5 and 6.4.16.1)
- **Contract Services Training**—for new or replacement services as ordered and provisioned throughout the Contract Term (Sections 6.4.5.2)
- **Contract Management Training of DTS/ONS staff**—on the Contract management tools, systems, reports, invoices, and other pertinent Contract Requirements required by the Contractor (Sections 6.4.5.3)

**General Considerations for all Training:**

- All costs for training designated mandatory in the RFP shall be factored into the Contract services rates
- All training shall be conducted within 25 miles or less of Customer or DTS/ONS locations or as mutually agreed upon
- Training is to encompass products, services, business applications (including ordering, provisioning, and invoicing systems), and technical aspects as applicable
- All training to be conducted at the appropriate level predicated on Customer knowledge, Requirements, and complexity of services provided. This includes apprentice (fundamental), skilled (working understanding) and expert (highly skilled) levels. The appropriate skill levels needed shall be determined by mutual agreement between the DTS/ONS and the Contractor, and/or the Customer and the Contractor
- The use of “web based” instructor-led or self-paced distance learning, or other arranged training mediums in lieu of classroom or live site training, may be provided by mutual agreement with the DTS/ONS and/or the Customer
- For complex services, where specialized expertise and knowledge is required to conduct Contract oversight responsibilities by DTS/ONS staff, training shall consist of small instructor led hands-on workshops where process are demonstrated and the trainees replicate the processes presented, along with providing the trainees an appropriate level of knowledge and understanding of the services and products presented. Training shall be conducted in Sacramento locations mutually agreed upon.
- Orientation and Training core curriculum, materials, schedules and other pertinent data shall be identified and provided as part of the Migration Plan (see Section 6.4.16.1)
- All other categories of training shall be described in the Training Plan submitted in response to the RFP Requirements (see Section 6.4.5.4)
- All requests for modifications to training shall be submitted to DTS/ONS and shall be jointly agreed between the Contractor and DTS/ONS

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.4.5.1 Orientation and Training (M)**

##### ***Customer/End-Users***

Contractor shall offer and provide initial orientation to all Customer/End-Users of the Contract. Contractor shall also offer training for new services provided during the Migration.

The content, method and amount of orientation shall be detailed in the Migration Plan. After award, the plan shall be reviewed, and the final orientation training shall be as mutually agreed between the Contractor and the DTS/ONS.

The Customer may request reasonable modifications from DTS/ONS if needed to suit their business needs.

The Orientation and Training shall be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Customer/End-User Orientation and Training shall include, but is not limited to the following:

- Use of products and services and Contractor provided Equipment
- Invoicing system(s) and processes
- Ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements

##### ***DTS/ONS***

Contractor shall offer and provide to the DTS/ONS, Orientation and Training for the Contract administrative responsibilities (i.e., management tools, reporting and invoicing processes and methods) and training for new services ordered/provisioned during Migration, as requested. The content, method and amount of general orientation training for DTS/ONS shall be detailed in the initial Migration Plan. After award, the plan shall be reviewed and the final Orientation and Training shall be as mutually agreed between the Contractor and DTS/ONS.

The Orientation and Training shall be held at the DTS/ONS premises except training that is not conducive to on-site training, as determined by DTS/ONS.

DTS/ONS Orientation and Training shall include, at a minimum:

- Proposed products and services and general operational Requirements
- Use of products and services and Contractor provided Equipment
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business and practices and procedures, and Customer service expectations
- Migration and implementation planning
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Ordering and trouble reporting processes
- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements
- Network and technology orientation

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.4.5.2 Contract Services Training (M)**

Contractor shall offer and provide training to Customers and End-Users for new or replacement services ordered/provisioned during the Contract.

Training shall be provided as part of the standard service order provisioning process. The Customer may request reasonable modifications DTS/ONS to the training plan based upon their business needs. Refresher training shall be available for Contractor installed services. The content, method and amount of training for new or replacement services shall be part of the ongoing Training Plan as outlined in Section 6.4.5.4. Additional types of training may be proposed besides those outlined below.

The training shall be held at the Customer's premises except for those instances where training on-site is not conducive, or for which grouped (multiple Agency) training would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Contract Services Training shall include but is not limited to the following:

- Proposed products and services and general operational Requirements
- Use of products and services and Contractor provided Equipment
- Invoicing system(s) and processes
- Ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements
- Overview of Contract Requirements and Appendix B, Model Contract Language

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

### 6.4.5.3 Contract Management Training (M)

The Contractor shall provide Contract Management Training on the terms and conditions and Requirements of the Contract which will enable the DTS/ONS to acquire and maintain expertise with the Contract services, related business systems, and the management tools to monitor, document and administer the Contract on an ongoing basis. This includes delivered services, invoicing systems, service performance; assess and identify fiscal management issues; and perform other required Contract oversight functions.

The training shall be held at the DTS/ONS premises unless otherwise mutually agreed upon.

The training shall be provided to DTS/ONS staff assigned Contract oversight responsibilities and shall be made available at the apprentice, skilled, and expert level. The content, method, proposed skill level and frequency of training shall be mutually agreed upon between the Contractor and the DTS/ONS, and included in the Training Plan as outlined in Section 6.4.5.4. Additional training may be proposed in addition to those outlined below.

Contract Management Training shall include but is not limited to the following:

- Proposed products and services and general operational Requirements
- Use of products and services and Contractor provided Equipment
- Overview of Contract Requirements and Appendix B, Model Contact Language
- Contractor business practices and procedures, and Customer service expectations
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Ordering and trouble reporting processes
- Various management reports and corresponding Software applications
- Identification, application, and Contract Requirements of Service Level Agreements

*Bidder understands the Requirement and shall meet or exceed it? Yes \_\_\_\_\_ No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_

Description:

#### **6.4.5.4 Training Plan (M)**

In response to the RFP the Contractor shall provide a Training Plan that includes all offered General Training Requirements except for the Orientation and Training which shall be included in the Migration Plan as referenced in Section 6.4.5.1 and 6.4.16.1. The Training Plan shall include, but is not limited to the following:

- Description for each category of training; identify who will conduct the training, the training content, the collateral materials, what methods would be used, the frequency, and the proposed locations that training would be conducted. Include a brief summary of the content to be provided in the training. Identify any required collateral training materials
- Include how the Contractor expects to maintain communication with the DTS/ONS to help ensure effective Contract education and training on an on-going basis
- Include any other pertinent information the Bidder wishes to offer

In addition to the foregoing, the Training Plan:

- Shall be finalized within 30 calendar days after Contract award. The submitted Training Plan shall be reviewed by DTS/ONS. Final training course curriculum and content, attendee reports, marketing of training classes, schedules, and other related activities shall be jointly coordinated with the Contractor.
- The final Training Plan shall be as mutually agreed between the Contractor and DTS/ONS. The DTS/ONS may request reasonable modifications if needed to meet the State's business needs.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference:* document \_\_\_\_\_

*location* \_\_\_\_\_ *page* \_\_\_\_\_ *paragraph* \_\_\_\_\_

*Description:*

#### **6.4.5.5 Training Oversight & Coordination (M)**

The DTS/ONS may assign Training Coordinator(s) to work with the Contractor. Where applicable, the Coordinator(s) may work with the Contractor to provide input on the training content, attend and/or observe training to monitor participation and student evaluation to the training, address questions directed to DTS/ONS, and to reinforce the team effort between the Contractor and the State.

The Contractor shall provide the Training Coordinator(s) access to the Contractor's training processes and content, including collateral training and marketing materials to help ensure that the State and the Contractor's employees and subcontractors are provided the same information regarding the content of the Contract and of the required training. This will also help reinforce the team effort between the Contractor and the State to our Customers. See also Section 6.4.8.5, Marketing Requirements.

*Bidder understands the Requirement and shall meet or exceed it? Yes* \_\_\_\_\_ *No* \_\_\_\_\_

*Reference:* document \_\_\_\_\_

*location* \_\_\_\_\_ *page* \_\_\_\_\_ *paragraph* \_\_\_\_\_

*Description:*



Module 3 and 4. The second phase is a Transition-Out plan. Transition-Out occurs at the end of the Contract Term or cancellation of the Contract, whichever occurs first. The Contractor agrees to cooperate fully with the State and awarded Contractors in planning, coordinating, and implementing the required strategies.

To ensure that the State business objectives are met, DTS/ONS shall have prior approval authority for both Migration and Transition-Out Plans.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.4.16.1 Migration Plan Requirements of Startup (M)**

As part of the RFP response, the Contractor shall submit a Migration plan that shall be evaluated on the following:

1. Describe in detail the minimal End-User impact during Migration
2. Migration planning strategy and schedule that considers:
  - Customer (State and public Agency)
  - Customer location
  - Service type/category or technology
  - Service complexity
  - Interoperability Requirements/considerations
  - Service quantity considerations
  - Customer special business Requirements
  - Public safety considerations
  - Consider the impact on State and Customer's business and operational Requirements when establishing Migration schedules

3. Ensure that Customers shall only be responsible for standard installation charges.
4. Strategy for establishing, when necessary, agreements, effective at service Migration, that are required for ordering/provisioning of services.
5. Strategy for establishing, Migration of local government Customers subscribing to services under the Authorization to Order Under State Agreement provisions.
6. Describe in detail a Migration strategy of Customer's existing services to the new contracted services.
7. Identity of support activities and description of tasks to prepare Customer locations for implementation of services.
8. Processes, procedures, and timeliness necessary to resolve billing discrepancies and reconciling billing invoices.
9. Identification of Migration tasks that are dependent on State and/or Customer data or resources.
10. Identification of what the Contractor views the State and Customer roles and responsibilities in Migration planning of new Contract services.
11. Migration Management Plan to effectively manage Migration through commitment of staff resources with required skills.
12. Identification of Orientation and Training for Customer/End-Users and DTS.ONS that is necessary to support Migration and implementation as required in Section 6.4.5.1
13. Structure of organization to support implementation process.
14. Development of a Migration service order process and procedures that can be defined in detail and implemented upon receipt of service order.
15. The Migration plan shall use industry accepted project management methodology throughout the planning and Migration process.
16. Other plan content as appropriate.

Upon Contract award, the Contractor shall establish a service inventory database of Migrated services. This database is intended to include all Migrated services as well as services added throughout the Contract Term. This database shall be maintained throughout the Contract Term and be made available to DTS/ONS in the timeframes described in Section 6.4.12.3.4 (Tools and Reports Implementation).

# Section 9

RFP Section Number	Module 1 Core Services	Assigned Weight	Maximum Available Points	Score Earned 0 - 5	Points Earned
5.23	Customer References (see Section 9.5.3.1, below)	25	125		
6.1.2.1	Voice Network Design	225	1125		
	Scalability	75	375		
	Survivability/Diversity/Redundancy	75	375		
	Ubiquity	75	375		
6.1.2.9	Locally Based Automatic Call Distribution	25	125		
6.1.2.9.1	Basic Agent Package	25	125		
6.1.2.9.2	Basic Supervisor's Package	25	125		
6.1.2.9.3	System Administrator's Package	25	125		
6.1.2.9.4	MIS for Call Centers	25	125		
6.1.2.9.5	Call Center Maintenance	15	75		
6.1.2.9.6	Additional Call Center Maintenance	15	75		
6.1.2.10	Interactive Voice Response (IVR) Services	25	125		
6.1.2.11	Specialized Call Routing	25	125		
6.1.2.12	Computer Telephone Interface	25	125		
6.1.2.15	Voice Network Operations and Management	60	300		
6.1.2.15.1	General Description\	30	150		
6.1.2.15.3	Disaster Recovery and Emergency Operations	30	150		
6.1.3.1	WAN Backbone Design	280	1400		
	Interoperability	70	350		
	Scalability	70	350		
	Survivability/Diversity/Redundancy	70	350		
	Ubiquity	70	350		
6.1.3.2.5	Gigabit Ethernet Metropolitan Area Network (D)	15	75		
6.1.3.2.7	Multi Protocol Label Switching (MPLS) (D)	15	75		
6.1.3.3	Synchronous Optical Network (SONET) (D)	15	75		
6.1.3.6	Switched 56 (D)	5	25		
6.1.3.7.4	Managed Frame Relay	10	50		
6.1.3.8	Agency Hosted Digital Subscriber Line	25	125		
6.1.3.9	DSL VPN (D)	15	75		
6.1.3.11	Data Network Operations and Management	75	375		
6.1.3.11.1	General Description	40	200		
6.1.3.11.3	Disaster Recovery and Emergency Operations	35	175		
6.1.4	Training Requirements	35	175		
6.1.5	Other Services	120	600		
6.1.5.1.1	Extended Demarcation Wiring Services	10	50		
6.1.5.1.2	Station Wiring Services	20	100		
6.1.5.1.3	Inside Wiring Services	20	100		
6.1.5.2.1	Emergency Restoration Services-Fiber Loop (D)	30	150		

**Table 9.5.3-C, Scored Technical Evaluation Points for Module 2 – Long Distance Services for Voice.**

Note that the figures in those rows that are in **bold type** are a sum of the figures contained in that row's subsections.

<b>RFP Section Number</b>	<b>Module 2 Long Distance Services for Voice</b>	<b>Assigned Weight</b>	<b>Maximum Available Points</b>	<b>Score Earned 0 - 5</b>	<b>Points Earned</b>
<b>4.5.5.1</b>	<b>State and Contractor Business Relationships</b>	<b>100</b>	<b>500</b>		
4.5.5.1.1	Communication, Cooperation, and Collaboration	25	125		
4.5.5.1.2	Business Practices and Contract Terms and Conditions	25	125		
4.5.5.1.3	Technical Interoperability	25	125		
4.5.5.1.4	Impact on Other Module's Services	25	125		
<b>4.5.6</b>	<b>Transition/Migration/Transfer Objectives</b>	<b>65</b>	<b>325</b>		
4.5.6.1	Transition	25	125		
4.5.6.2	Migration	20	100		
4.5.6.3	Transfer	20	100		
<b>4.5.7</b>	<b>Contractor Business Plan</b>	<b>70</b>	<b>350</b>		
4.5.7.1	Staffing and Resource Requirements	35	175		
4.5.7.2	Business Activity Requirements	35	175		
<b>4.5.9</b>	<b>Dedicated Contract Program Manager Responsibilities</b>	<b>135</b>	<b>675</b>		
4.5.9.1	Administrative Functions	45	225		
4.5.9.2	Reporting Functions	45	225		
4.5.9.3	Relationship Management Functions	45	225		
<b>5.3</b>	<b>Bidder Responsibility</b> (see Section 9.5.3.2, below)	<b>50</b>	<b>250</b>		
<b>5.23</b>	<b>Customer References</b> (see Section 9.5.3.1, below)	<b>25</b>	<b>125</b>		
<b>6.2.2</b>	<b>Voice Long Distance Network Design</b>	<b>351</b>	<b>1755</b>		
	Interoperability	117	585		
	Scalability	117	585		
	Survivability/Redundancy/Diversity	117	585		
<b>6.2.6.1</b>	<b>Network Based Automatic Call Distribution</b>	<b>168</b>	<b>840</b>		
6.2.6.1.1	Basic Agent Package	34	170		
6.2.6.1.2	Basic Supervisor's Package	34	170		
6.2.6.1.3	System Administrator's Package	34	170		
6.2.6.1.4	MIS for Call Centers	33	165		
6.2.6.1.6	Call Center Maintenance	33	165		
<b>6.2.7</b>	<b>Network Based Interactive Voice Response</b>	<b>50</b>	<b>250</b>		
<b>6.2.8</b>	<b>Network Based Specialized Call Routing</b>	<b>50</b>	<b>250</b>		
<b>6.2.9</b>	<b>Computer Telephone Interface</b>	<b>50</b>	<b>250</b>		
<b>6.2.10.1</b>	<b>Toll Free Specialized Call Routing</b>	<b>50</b>	<b>250</b>		
<b>6.2.11</b>	<b>Long Distance Network Operations and Management</b>	<b>251</b>	<b>1255</b>		

RFP Section Number	Module 2 Long Distance Services for Voice	Assigned Weight	Maximum Available Points	Score Earned 0 - 5	Points Earned
6.2.11.1	General Description	76	380		
6.2.11.3	Disaster Recovery and Emergency Operations	175	875		
<b>6.2.15</b>	<b>Training Requirements</b>	<b>35</b>	<b>175</b>		
6.2.17.1	Cable and Wire Services	120	600		
6.2.17.1.1	Extended Demarcation Wiring Services	30	150		
6.2.17.1.2	Station Wiring Services	30	150		
6.2.17.1.3	Inside Wiring Services	30	150		
6.2.17.2	Services Related Hourly Support	30	150		
<b>6.2.18</b>	<b>End User Support</b>	<b>125</b>	<b>625</b>		
6.2.18.1	General Requirements	25	125		
6.2.18.2	Planning	25	125		
6.2.18.3	Design	25	125		
6.2.18.4	Provisioning and Implementation	25	125		
6.2.18.5	Marketing Requirements	25	125		
<b>6.2.19</b>	<b>Invoicing Services</b>	<b>220</b>	<b>1100</b>		
6.2.19.1	Invoice System for Voice Services	95	475		
6.2.19.2	Fraud Management System	10	50		
6.2.19.4	Invoice Audits	35	175		
6.2.19.5	Administrative Fee Collection	30	150		
6.2.19.6	CALSTARS	50	250		
<b>6.2.20</b>	<b>Contracted Service Project Work</b>	<b>50</b>	<b>250</b>		
6.2.20.1	Coordinated Project Work	25	125		
6.2.20.2	Managed Project Work	25	125		
<b>6.2.21</b>	<b>Customer Advocacy</b>	<b>160</b>	<b>800</b>		
6.2.21.1	Customer Service Center	120	600		
6.2.21.2.1	Escalation Plan	10	50		
6.2.21.2.2	Technical Resources	20	100		
6.2.21.2.3	Network Outage Response	10	50		
<b>6.2.22</b>	<b>Service Level Agreements</b>	<b>300</b>	<b>1500</b>		
6.2.22.2	Technical Service level Agreements	250	1250		
6.2.22.3	Administrative Service Level Agreements	50	250		
<b>6.2.23</b>	<b>Fiscal Management</b>	<b>175</b>	<b>875</b>		
6.2.23.1	Fiscal Management Database(s)	175	875		
<b>6.2.24</b>	<b>Management Tools and Reports</b>	<b>200</b>	<b>1000</b>		
6.2.24.3	Client Trouble Ticket Reporting & Tracking System	100	500		
6.2.24.4	Service Provisioning & Tracking System	50	250		
6.2.24.6	Network Backbone Monitoring Application/Tool	50	250		
<b>6.2.25</b>	<b>Required Implementation/Transition Strategy</b>	<b>200</b>	<b>1000</b>		
6.2.25.1	Transition -In Requirements of Startup	100	500		
6.2.25.2	Transition -Out Requirements of Termination	100	500		
<b>Totals:</b>		<b>3,000</b>	<b>15,000</b>		

**Table 9.5.3-D, Scored Technical Evaluation Points for Module 3 –Internet Protocol Services**

Note that the figures in those rows that are in **bold type** are a sum of the figures contained in that row's subsections.

<b>RFP Section Number</b>	<b>Module 3 Internet Protocol Services</b>	<b>Assigned Weight</b>	<b>Maximum Available Points</b>	<b>Score Earned 0 - 5</b>	<b>Points Earned</b>
<b>4.5.5.1</b>	<b>State and Contractor Business Relationships</b>	<b>72</b>	<b>360</b>		
4.5.5.1.1	Communication, Cooperation, and Collaboration	18	90		
4.5.5.1.2	Business Practices and Contract Terms and Conditions	18	90		
4.5.5.1.3	Technical Interoperability	18	90		
4.5.5.1.4	Impact on Other Module's Services	18	90		
<b>4.5.6</b>	<b>Transition/Migration/Transfer Objectives</b>	<b>44</b>	<b>220</b>		
4.5.6.1	Transition	19	95		
4.5.6.2	Migration	11	55		
4.5.6.3	Transfer	14	70		
<b>4.5.7</b>	<b>Contractor Business Plan</b>	<b>49</b>	<b>245</b>		
4.5.7.1	Staffing and Resource Requirements	25	125		
4.5.7.2	Business Activity Requirements	24	120		
<b>4.5.9</b>	<b>Dedicated Contract Program Manager Responsibilities</b>	<b>94</b>	<b>470</b>		
4.5.9.1	Administrative Functions	31	155		
4.5.9.2	Reporting Functions	31	155		
4.5.9.3	Relationship Management Functions	32	160		
<b>5.3</b>	<b>Bidder Responsibility</b> (see Section 9.5.3.2, below)	<b>33</b>	<b>165</b>		
<b>5.23</b>	<b>Customer References</b> (see Section 9.5.3.1, below)	<b>20</b>	<b>100</b>		
<b>6.3.2</b>	<b>Hosted Standalone IP Telephony Services</b>	<b>125</b>	<b>625</b>		
6.3.2.1	Hosted Standalone IP Telephony Business Line Services	25	125		
6.3.2.2	Hosted Standalone IP Telephony Business Line Services CPE	25	125		
6.3.2.3	Hosted Standalone IP Telephony Features	25	125		
6.3.2.4	Hosted Standalone IP Telephony Voice Mail Services	25	125		
6.3.2.5	Hosted Standalone IP Telephony Audio Conferencing	25	125		
<b>6.3.2.6</b>	<b>Statewide Hosted Standalone IP Telephony Services in Specific Geographic Locations listed in Table 9.5.3 - D1</b>	<b>See Table 9.5.3 - D1</b>	<b>431</b>		

<b>6.3.3</b>	<b>IP Transport for Converged Services Design</b>	<b>140</b>	<b>700</b>		
	Ubiquity	15	75		
	Scalability	15	75		
	Survivability/Diversity/Redundancy	15	75		
6.3.3.2	Traffic Engineering and QoS	22	110		
6.3.3.3	Multiprotocol Support	22	110		
6.3.3.4	QoS Interoperability	15	75		
6.3.3.5	Unified Network Management	12	60		
6.3.3.6	Network Considerations	12	60		
6.3.3.7	Multiple Classes of Service	12	60		
<b>6.3.4</b>	<b>Converged Services, IP Telephony Services Design</b>	<b>115</b>	<b>575</b>		
	Ubiquity	10	50		
	Scalability	14	70		
	Survivability/Diversity/Redundancy	10	50		
6.3.4.1	Converged Services, IP Phone Hardware Features	9	45		
6.3.4.2	Converged Services, IP Telephony Features	14	70		
6.3.4.3	Converged Services, IP Telephony Business Line Services	15	75		
6.3.4.4	Converged Services, IP Telephony Security	15	75		
6.3.4.5	Converged Services, IP Telephony Voice Mail Services	14	70		
6.3.4.6	Converged Services, Managed IP Audio Conferencing	14	70		
<b>6.3.5.1</b>	<b>IP Network Based Automatic Call Distribution</b>	<b>66</b>	<b>330</b>		
6.3.5.1.1	IP Network Basic Agent Package	11	55		
6.3.5.1.2	IP Network Basic Supervisor's Package	11	55		
6.3.5.1.3	IP Network System Administrator's Package	11	55		
6.3.5.1.4	IP Network MIS for Call Centers	11	55		
6.3.5.1.5	IP Network Call Center Maintenance	11	55		
6.3.5.1.6	IP Network Additional Call Center Maintenance	11	55		
<b>6.3.5.2</b>	<b>IP Network Based IVR</b>	<b>15</b>	<b>75</b>		
<b>6.3.5.3</b>	<b>IP Network Based Specialized Call Routing</b>	<b>15</b>	<b>75</b>		
<b>6.3.5.4</b>	<b>CTI for IP Network Based ACD</b>	<b>15</b>	<b>75</b>		
<b>6.3.6</b>	<b>Converged Services, IP Communications Applications - Other Services</b>	<b>44</b>	<b>220</b>		
6.3.6.1	Managed IP Video Conferencing Services	30	150		
6.3.6.2	Unified messaging	14	70		
<b>6.3.7</b>	<b>Training Requirements</b>	<b>24</b>	<b>120</b>		
6.3.8.1	Cable and Wire Services	40	200		
6.3.8.1.1	Simple Wiring Services, Extended Termination Wiring Services	10	50		
6.3.8.1.2	Station Wiring Services	10	50		
6.3.8.1.3	Inside Wiring Services	10	50		
6.3.8.2	Services Related Hourly Support	10	50		
<b>6.3.10</b>	<b>End User Support</b>	<b>90</b>	<b>450</b>		
6.3.10.1	General Requirements	28	140		
6.3.10.2	Planning	18	90		
6.3.10.3	Design	18	90		
6.3.10.4	Provisioning and Implementation	18	90		



6.3.10.5	Marketing Requirements	8	40		
<b>6.3.11</b>	<b>Invoicing Services</b>	<b>144</b>	<b>720</b>		
6.3.11.1	Invoicing System Services	78	390		
6.3.11.2	Fraud Management System	8	40		
6.3.11.4	Invoice Audits	8	40		
6.3.11.5	Administration Fee Collection	8	40		
6.3.11.6	CALSTARS	42	210		
<b>6.3.12</b>	<b>Contracted Service Project Work</b>	<b>34</b>	<b>170</b>		
6.3.12.1	Coordinated Project Work	17	85		
6.3.12.2	Managed Project Work	17	85		
<b>6.3.13</b>	<b>Customer Advocacy</b>	<b>98</b>	<b>490</b>		
6.3.13.1	Customer Service Center	70	350		
6.3.13.2.1	Escalation Plan	7	35		
6.3.13.2.2	Technical Resources	14	70		
6.3.13.2.3	Network Outage Response	7	35		
<b>6.3.14</b>	<b>Service Level Agreements</b>	<b>170</b>	<b>850</b>		
6.3.14.2	Network Service Level Agreements	136	680		
6.3.14.3	Administrative Service Level Agreements	34	170		
<b>6.3.15</b>	<b>Fiscal Management</b>	<b>118</b>	<b>590</b>		
6.3.15.1	Fiscal Management Database(s)	118	590		
<b>6.3.16</b>	<b>Management Tools and Reports</b>	<b>136</b>	<b>680</b>		
6.3.16.3	Customer Trouble Ticket Reporting & Tracking System	68	340		
6.3.16.4	Network Monitoring Application/Tool	68	340		
<b>6.3.18</b>	<b>Required Migration and Transition Strategy</b>	<b>136</b>	<b>680</b>		
6.3.18.1	Migration Plan Requirements of Startup	68	340		
6.3.18.2	Transition-Out Requirements of Termination	68	340		
<b>Totals:</b>		<b>2,268</b>	<b>9616</b>		

**Table 9.5.3 – D1 Hosted Standalone IP Locations**

(One-tenth of a point will be earned for the value of each location where service is available. Example: Availability is Santa Ana will earn  $170 \times .1$ , or 17.0 points.)

<b>Table 9.5.3 – D1 Hosted Standalone IP Locations</b>			
<b>LOCATION</b>	<b>Weight</b>	<b>Hosted Standalone IP Availability</b>	<b>Points Earned</b>
SAN FRANCISCO	492		
LOS ANGELES	405		
OAKLAND	391		
SACRAMENTO	365		
SAN DIEGO	238		
SAN JOSE	197		
SANTA ANA	170		
FRESNO	107		
HAYWARD	102		

**Table 9.5.3-E, Scored Technical Evaluation Points for Module 4 – Broadband Fixed Wireless Access.**

Note that the figures in those rows that are in **bold type** are a sum of the figures contained in that row's subsections.

<b>RFP Section Number</b>	<b>Module 4 Broadband Fixed Wireless Access Service</b>	<b>Assigned Weight</b>	<b>Maximum Available Points</b>	<b>Score Earned 0 - 5</b>	<b>Points Earned</b>
<b>4.5.5.1</b>	<b>State and Contractor Business Relationships</b>	<b>218</b>	<b>1090</b>		
4.5.5.1.1	Communication, Cooperation, and Collaboration	55	275		
4.5.5.1.2	Business Practices and Contract Terms and Conditions	55	275		
4.5.5.1.3	Technical Interoperability	54	270		
4.5.5.1.4	Impact on Other Module's Services	54	270		
<b>4.5.6</b>	<b>Transition/Migration/Transfer Objectives</b>	<b>136</b>	<b>680</b>		
4.5.6.1	Transition	55	275		
4.5.6.2	Migration	36	180		
4.5.6.3	Transfer	45	225		
<b>4.5.7</b>	<b>Contractor Business Plan</b>	<b>147</b>	<b>735</b>		
4.5.7.1	Staffing and Resource Requirements	74	370		
4.5.7.2	Business Activity Requirements	73	365		
<b>4.5.9</b>	<b>Dedicated Contract Program Manager Responsibilities</b>	<b>284</b>	<b>1420</b>		
4.5.9.1	Administrative Functions	94	470		
4.5.9.2	Reporting Functions	95	475		
4.5.9.3	Relationship Management Functions	95	475		
<b>5.3</b>	<b>Bidder Responsibility</b> (see Section 9.5.3.2, below)	<b>104</b>	<b>520</b>		
<b>5.23</b>	<b>Customer References</b> (see Section 9.5.3.1, below)	<b>60</b>	<b>300</b>		
<b>6.4.3</b>	<b>BFWA Service</b>	<b>2293</b>	<b>4565</b>		
<b>6.4.3.1</b>	<b>BFWA Data Channel Basic Line Rate Service</b>	258	1290		
<b>6.4.3.1.1</b>	<b>BFWA Basic Data Channel Locations</b>	See Table 9.5.3 - E1	431		
<b>6.4.3.2</b>	<b>BFWA Data Channel Enhanced Line Rate Service</b>	310	1550		
<b>6.4.3.2.1</b>	<b>BFWA Enhanced Data Channel Locations</b>	See Table 9.5.3 - E2	431		
<b>6.4.3.3</b>	<b>BFWA Additional Line Rate Data Channel Service</b>	See Table 9.5.3 - E3	863		
<b>6.4.4</b>	<b>Wireline Data Channel Services</b>	<b>1583</b>	<b>4463</b>		
<b>6.4.4.1</b>	<b>Wireline Data Channel Basic Line Rate Service</b>	360	1800		
<b>6.4.4.2</b>	<b>Wireline Data Channel Enhanced Line Rate Service</b>	360	1800		

<b>6.4.4.2</b>	Wireline Data Channel Enhanced Line Rate Service	360	1800		
<b>6.4.4.3</b>	Wireline Additional Line Rate Data Channel Service	See table 9.5.3 - E4	863		
<b>6.4.5</b>	<b>General Training Requirements</b>	<b>75</b>	<b>375</b>		
6.4.6.1	Cable and Wire Services	40	200		
	Low Voltage Simple Wiring Services, Service Entrance, and Extended Termination	10	50		
6.4.6.1.2	Station Wiring Services	10	50		
6.4.6.1.3	Inside Wiring Services	10	50		
6.4.6.2	Services Related Hourly Support	10	50		
<b>6.4.8</b>	<b>End User Support</b>	<b>260</b>	<b>1300</b>		
6.4.8.1	General Requirements	77	385		
6.4.8.2	Planning	54	270		
6.4.8.3	Design	54	270		
6.4.8.4	Provisioning and Implementation	54	270		
6.4.8.5	Marketing Requirements	21	105		
<b>6.4.9</b>	<b>Invoicing Services</b>	<b>426</b>	<b>2130</b>		
6.4.9.1	Invoice System for Data Services	203	1015		
6.4.9.2	Fraud Management System	21	105		
6.4.9.4	Invoice Audits	74	370		
6.4.9.5	Administrative Fee Collection	21	105		
6.4.9.6	CALSTARS	107	535		
<b>6.4.10</b>	<b>Contracted Service Project Work</b>	<b>106</b>	<b>530</b>		
6.4.10.1	Coordinated Project Work	53	265		
6.4.10.2	Managed Project Work	53	265		
<b>6.4.11</b>	<b>Customer Advocacy</b>	<b>326</b>	<b>1630</b>		
6.4.11.1	Customer Service Center	245	1225		
6.4.11.2.1	Escalation Plan	20	100		
6.4.11.2.2	Technical Resources	41	205		
6.4.11.2.3	Network Outage Response	20	100		
<b>6.4.12</b>	<b>Service Level Agreements</b>	<b>574</b>	<b>2870</b>		
6.4.12.2	Technical Service Level Agreements	473	2365		
6.4.12.3	Administrative Service Level Agreements	101	505		
<b>6.4.13</b>	<b>Fiscal Management</b>	<b>354</b>	<b>1770</b>		
6.4.13.1	Fiscal Management Database(s)	354	1770		
<b>6.4.14</b>	<b>Management Tools and Reports</b>	<b>260</b>	<b>1300</b>		
6.4.14.3	Customer Trouble Ticket Reporting & Tracking System	260	1300		
<b>6.4.16</b>	<b>Required Migration and Transition Strategy</b>	<b>414</b>	<b>2070</b>		
6.4.16.1	Migration Plan Requirements of Startup	207	1035		
6.4.16.2	Transition-Out Requirements of Termination	207	1035		
	Totals:	<b>7,660</b>	<b>27,948</b>		

